

## BISHOP GROSSETESTE UNIVERSITY

### JOB DESCRIPTION

**Title of Post:** Senior Admissions Officer

**Grade:** Grade 5

**Responsible to:** Admissions Manager

#### **Job summary:**

Under the direction of the Admissions Manager, to coordinate and monitor the delivery of a first-class service for the University's applicants, while ensuring accuracy, quality and standards within the team are maintained.

#### **Detailed responsibilities:**

1. To deputise for the Admissions Manager in their absence.
2. Work with the Admissions Manager and academic colleagues to implement and maintain admissions policies and procedures, ensuring they are followed at all times.
3. Line manage Admissions team members, ensuring their work is aligned with Admissions policies and procedures.
4. Support the Admissions Manager to ensure service levels at critical times of the admissions and enrolment cycle are maintained (e.g. A level results week/University offer holder days, Clearing) by working flexibly at mutually agreed times in advance.
5. Audit processes to ensure the effective monitoring of applications, offers and firm acceptances, analysing admissions trends and presenting statistical information to provide reporting information as requested by the Admissions Manager.
6. Manage interview days, in conjunction with the Admissions Manager and Admissions Academic. This includes liaising with key individuals on dates, organising itineraries, giving presentations, arranging hospitality and co-ordinating activities, ensuring that a positive impression of the University is created at these events.
7. Co-ordinate confirmation and clearing activities, in conjunction with the Admissions Manager.
8. Co-ordinate Offer Holder Days, in conjunction with the Admissions Manager, liaising with internal and external stakeholders to maximise conversion opportunities.
9. Act as a key advisor for the escalation of borderline and complex decisions relating to all aspects of the offer-making process, including fee status, visa compliance and grade equivalences.
10. Take responsibility for checking and approving qualifications and making timely decisions on applicant's eligibility for PGT, PGR courses and overseas students (when required, under the direction of the Admissions Manager or with advice from the relevant recruitment offices in the University).

11. Manage day-to-day workflow and resource-allocation within the team to ensure that application decisions are processed within agreed turnaround times. Work closely with the Admissions Manager to highlight any issues that may impact on the allocation of resources within the team and flag peak periods of activity.
12. Check offers and ensure timely processing for postgraduate research applications and others where decision-making responsibility lies within the Faculty.
13. To be responsible for accuracy and consistency within offer-making by checking decisions, and ensure offers are processed for the relevant courses on a daily basis.
14. Lead on the processing and issuing of Certificate of Acceptance to Study (CAS) to international students, ensuring UKVI regulations are met.
15. Liaise with the International Manager, International Office, Overseas Representative and selected International Agents on issues relating to International Admissions, entry requirements (including English Language and visa requirements) and compliance, and represent the Admissions Team on the International Compliance Group and the International Strategy Group.
16. To liaise effectively, and ensure familiarity with, relevant external bodies and their policies and procedures such as UCAS, UK ENIC, DfE, Ofsted and the UKVI.
17. Supervise the DBS process, ensuring that student records are updated and that the processing of convictions follows the University's procedures.
18. Undertake annual review of the communication plan and liaise with Marketing for the Admissions cycle in relation to the university's CRM system, ensuring that communications are timely and appropriate.
19. To work closely with the whole of the Student Recruitment, Marketing and Admissions Directorate to ensure a consistent, effective and customer-focussed service is offered to all enquirers and applicants. and that all key information is provided at appropriate touch points.
20. To coordinate the induction of new staff and provide training and development on admissions policies and procedures on a regular basis, to ensure relevancy of practice and compliance across all business units.
21. To assist the Admissions Manager in ensuring that admissions processes are compliant with sector guidance, external organisation requirements and internal/external regulations.
22. To provide support to other Student Recruitment and Admissions roles as appropriate.
23. To attend appropriate staff development sessions and participate in the annual appraisal process
24. To comply with the University's Health and Safety Welfare Policy, legislation and practice.
25. To maintain professional standards in relationships, including non-discriminatory practices.
26. To undertake any other duties that may reasonably be required.

27. The post-holder must operate within the guidelines, procedures and regulations of the University.
28. The post-holder must operate within the University's Financial Regulations, Diversity and Equality Policy and other relevant policies.

## SENIOR ADMISSIONS OFFICER

### Person Specification

	<b>Core</b>	<b>Supplementary</b>
<b>Education/ Qualifications and Special Training</b>	Good honours degree or equivalent experience	
<b>Knowledge and Skills</b>	<p>Excellent IT skills (especially Word, Excel, PowerPoint and emailing)</p> <p>Have excellent communication skills, including presentation skills</p> <p>Excellent customer service skills including phone and face-to-face</p> <p>Ability to liaise with outside agencies and with University staff at all levels on routine matters</p>	<p>Understanding of issues relating to HE</p> <p>Experience of using relevant data information packages within HE</p> <p>Knowledge of the UCAS/DfE Admissions Service.</p>
<b>Experience</b>	<p>Experience of high quality organisation and planning</p> <p>Experience processing regular data returns</p> <p>Experience delivering high levels of customer service</p>	<p>Experience of working within Higher Education</p> <p>Experience of UVKI regulations</p> <p>Line management/supervisory experience</p>
<b>Personal Attributes</b>	<p>Conscientious, enthusiastic and self-motivated</p> <p>Ability to adapt to changing demands and have a flexible approach to work.</p> <p>Excellent customer service skills, being client-centred; willing to offer help and support, approachable.</p> <p>Good communicator, e.g. with staff, students and other external contacts</p>	

	<p>Flexibility in approach to work and willing to undertake further training as required</p> <p>Be able to use own initiative to solve day-to-day problems</p> <p>Ability to make routine decisions using pre-set criteria</p> <p>Ability to plan and organise own workload</p>	
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